

**HOUSING SPECIALIST I**  
**HOUSING SPECIALIST II**  
**HOUSING SPECIALIST III**

**Class No. 003830**  
**Class No. 003831**  
**Class No. 003832**

**DEFINITION:**

To assist eligible clients obtain affordable rental housing in accordance with federal, state, local housing regulations; and to perform related work.

**DISTINGUISHING CHARACTERISTICS:**

Positions in this class series are allocated only in the Housing and Community Development Department.

**Housing Specialist I:**

This is the entry-level class. Under immediate supervision, incumbents are responsible for managing rental assistance contracts. This class is distinguished from the Housing Aide class in that the latter performs eligibility determination and client briefing duties and does not manage rental assistance contracts.

**Housing Specialist II:**

This is the journey-level class. Under general supervision, incumbents manage rental assistance contracts, investigate program abuse complaints, perform special projects and may provide technical guidance and training to lower-level staff.

**Housing Specialist III:**

This is the first line supervisory-level class. Under direction, incumbents are responsible for training, supervising and evaluating subordinate staff, handling the most difficult rental and lease negotiations and landlord/lease mediations, and managing special projects.

**EXAMPLES OF DUTIES:**

Determines, certifies, and/or recertifies clients' eligibility for federal, state and locally funded housing programs by interviewing, verifying income, assets and other financial data; compiles and assesses eligibility information in compliance with housing regulations; computes tenants' rent amounts and determines and authorizes housing assistance payments within established limits; inspects housing units to ensure compliance with established housing quality standards; prepares lease and contracts; advises tenants and property owners concerning rights and responsibilities; mediates and negotiates tenant/property owner rental and lease contracts; establishes rent amounts with property owners; reviews and processes damage claims; maintains and monitors records; inputs, accesses and generates information from a computerized record keeping system; reviews information and documents for completeness and accuracy; makes referrals to other community agencies; prepares activity reports; and performs related work as required.

### **Housing Specialist II:**

All of the duties listed above and: performs various special project assignments; provides technical guidance and training to lower level staff; represents the department at community meetings and outreach activities; investigates program abuse complaints by interviewing persons pertinent to the investigation; researches information; and reviews housing program case files for accuracy, completeness and compliance with housing regulations.

### **Housing Specialist III:**

All of the duties listed above and: plans, assigns, monitors and evaluates the work of subordinate staff; interviews, selects and trains staff; establishes work performance standards; reviews subordinates' work for accuracy and compliance with housing regulations; negotiates the more difficult lease provisions and damage claims; approves and authorizes payments; resolves disputes between landlords and tenants; serves as liaison with community organizations; represents the department at community meetings and makes presentations; prepares position statements and represents department at administrative hearings; prepares responses to Congressional inquiries; assists in developing department goals, objectives and policies; prepares reports and manages special projects.

### **MINIMUM QUALIFICATIONS:**

Knowledge Level:     T = Thorough;     G = General;     -- = Not Applicable

Classification Level:    I     = Housing Specialist I  
                                  II     = Housing Specialist II  
                                  III    = Housing Specialist III

### **Knowledge of:**

<b><u>I</u></b>	<b><u>II</u></b>	<b><u>III</u></b>	
G	T	T	Federal, state and local housing rules, regulations and programs to include rental assistance programs for low-income households.
G	T	T	Landlord/tenant rights and responsibilities.
G	T	T	Housing quality standards for decent, safe and sanitary housing.
G	T	T	Housing inspection techniques.
G	G	T	Governmental organization including federal, state and local housing agencies and their respective powers and responsibilities.
G	T	T	Methods and techniques of interviewing.
G	G	T	Office procedures and computerized record keeping systems.
G	G	G	Mathematics.
--	G	T	Legal terminology.
--	G	G	Principles and techniques of supervision and training.

### **Skills and Abilities to:**

The following apply to all classes:

- Understand, interpret and apply federal, state and local housing rules and regulations.

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- Research, compile and analyze information for compliance with policies, rules and regulations.
- Analyze and interpret personal and financial data and draw logical conclusions.
- Communicate effectively and diplomatically, both orally and in writing, with persons of a wide variety of socio-economic backgrounds.
- Manage a caseload of rental assistance contracts.
- Effectively negotiate or mediate leases, damage claims and landlord/tenant disputes.
- Establish and maintain cooperative working relationships with other agencies and members of the public.
- Read, understand and explain to others written policies and regulations.
- Maintain records and prepare reports.

Housing Specialist II (in addition to the above):

- Independently prioritize and manage a caseload of rental assistance contracts.
- Provide technical guidance and training to others.

Housing Specialist III (in addition to the above):

- Supervise subordinates to include: training, assigning, reviewing, monitoring, prioritizing and evaluating work of staff.
- Represent the department at public meetings and makes presentations.

**EDUCATION/EXPERIENCE:**

Education, training, and/or experience, which clearly demonstrate possession of the knowledge, skills and abilities stated above. Examples of qualifying education/experience are:

Housing Specialist I:

1. One (1) year of experience reviewing and processing applications for income eligibility or determining income eligibility through interviewing and reviewing data. This experience must have included responsibility for reading, interpreting, explaining, and applying governmental or institutional rules and regulations; OR,
2. A bachelor's degree from an accredited college or university in finance, real estate, planning, or a related field; OR,
3. An associate of art's degree from an accredited college or university in finance, real estate or a related field; AND one (1) year of public contact experience which required using interpersonal and communication skills in dealing with persons from a wide variety of socio-economic background.

Housing Specialist II:

One (1) year of housing program-related experience at the level of Housing Specialist I in the County of San Diego which includes reading, interpreting, explaining, and applying low income housing program rules and regulations.

Housing Specialist III:

One (1) year of experience at the level of Housing Specialist II in the County of San Diego to include the application of low income housing program rules and regulations and lead responsibilities.

**SPECIAL NOTES, LICENSES, OR REQUIREMENTS:**

**License:**

Positions in this class require possession of a valid California Class C driver's license, which must be maintained throughout employment in this class, or the ability to arrange transportation for field travel. Employees in this class may be required to use their personal vehicle.

**Note:**

Possession of a public housing certificate or diploma sponsored by the Department of Housing and Urban Development is highly desirable.

**Working Conditions:**

Travels throughout the county, performs fieldwork in inclement weather and may inspect unsanitary dwellings.

**Physical Requirements:**

Must have the physical ability to inspect dwellings by climbing, bending, crawling, reaching, and stretching.